

REMARKS

Claims 1-26 are pending in the application. Claims 1-26 have been rejected.

Claim 20 stands objected to due to an informality. Claim 20 has been amended to address this objection.

Claims 2 and 11 stand rejected under 35 U.S.C. § 112 based upon the term “incubating.” The term is discussed within the Enis application. More specifically, the Enis application sets forth:

Referring to Figure 4, a flow chart of the operation of a knowledge management system of the solution network is shown. When solutions are either created (as, e.g., at step 340) or modified (as, e.g., at step 330), then the created or modified solutions are reviewed by the knowledge management system. More specifically, the created or modified solutions are accessed at step 410 and provided to a technical verification *incubator* at step 412. The technical verification *incubator* 412 holds the newly generated knowledge to confirm that the customer issue is resolved. When the customer issue is resolved, the knowledge is provided to a usage *incubator* at step 414. The usage *incubator* 414 holds the knowledge while the knowledge is used successfully for a time period which is determined by an individual business. The usage *incubator* 414 assists in controlling the reviewer workload and early warning for escalations. E.g., if a particular component is irregularly accessed (such as a spike in usage), then this may indicate an excursion. After the knowledge successfully completes the usage *incubation*, then the knowledge is released at review step 416 at which point the content is reviewed by a line of business review team. Each line of business includes its own line of business review team. When a particular line of business review team reviews the knowledge for its line of business, the team makes sure that the knowledge is written correctly both technically and grammatically. A particular line of business review team is most familiar with its own technical product. For example, a user issuing a question may cause the solution network system to render a different solution based upon the line of business of the particular user’s system. Additionally, the line of business review team helps in prioritizing which of its line of business solutions to modify first. (Enis Application, Page 9, line 28 – Page 10, line 20, Emphasis added.)

Accordingly, incubating holds certain knowledge while the knowledge is confirmed as a successful resolution. This definition is consistent with the Merriam Webster definition of incubate which defines incubate as “to maintain under conditions favorable for development” or “to cause or aid in the development of an idea.” (See e.g., Merriam Webster’s online dictionary.)

Claims 1-4, 6, 9-13, and 18-20 stand rejected under 35 U.S.C. § 102(e) as being anticipated by Sullivan et al., U.S. Patent No. 6,615,240 (Sullivan). Claims 5, 7, 14, and 16 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Sullivan.

The present invention generally relates to a knowledge management system is provided which streamlines resource usage and enhances knowledge mining capabilities by eliminating the need for a third part or disconnected content creation group. The system creates content applicable to the customer and business needs by integrating the content creation process and the call center technician phone intake process.

More specifically, the present invention, as set forth by independent claim 1, relates to a method for creating knowledge in a solution network. The method includes generating knowledge for a solution network based upon an interaction with a user of the solution network, saving the knowledge for the solution network while interacting with the user and, incubating the knowledge for the solution network before releasing the knowledge for general access, the incubating holding the knowledge while the knowledge is confirmed as a successful resolution.

The present invention, as set forth by independent claim 10, relates to a system for creating knowledge in a solution network. The system includes means for generating knowledge for a solution network based upon an interaction with a user of the solution network, means for saving the knowledge for the solution network while interacting with the user and, means for incubating the knowledge for the solution network before releasing the knowledge for general access, the incubating holding the knowledge while the knowledge is confirmed as a successful resolution.

The present invention, as set forth by independent claim 19, relates to a solution network that includes a technician interface, a repository coupled to the technician interface, and an information broker coupled to the technician interface and to the repository. The information broker determines a best answer for the user based upon information provided by the user. The technician interface enables generation of a knowledge based upon an interaction with a user of the solution network. The repository stores knowledge relating to troubleshooting solutions. The knowledge relating to troubleshooting solutions includes knowledge based upon the interaction with the user. The knowledge based upon the interaction with the user is stored in the

repository while interacting with the user where the knowledge is incubated before being released for general access, where incubating the knowledge holds the knowledge while the knowledge is confirmed as a successful resolution.

Sullivan relates to a method for automated technical support in a computer network. The method initiates a guided self-help session in response to entry by a user of a problem area and description. During the self-help session, the user is provided with an option to escalate to live help. If the user exercises that option, the system automatically provides a support engineer with a data stream summarizing the self-help session. During the live help, the support engineer may then repeat a portion of the user's self-help session; view information generated during that session, and execute certain actions with respect to the user's machine, all from the engineer's desktop.

The portion of Sullivan to which the examiner refers when setting forth that Sullivan discloses incubating the knowledge for the solution network before releasing the knowledge for general access sets forth:

As information is provided to the diagnostic center, it is stored in the RDBMS to enlarge the “knowledge base” stored therein. In this manner, specific problems may be useful in generating new diagnostic maps that are then delivered or deliverable to the client machines as the system “grows” in expertise. (Sullivan, Col. 13, lines 23 – 28.)

However, Sullivan does not disclose incubating the knowledge for the solution network before releasing the knowledge for general access as is defined and claimed in the present application. More specifically, storing information to enlarge a knowledge base does not disclose or suggest incubating knowledge where the incubating holds the knowledge while the knowledge is confirmed as a successful resolution, as is required by claim 1 and as is substantially required by claims 13 and 19. Accordingly, claims 1, 10 and 19 are allowable over Sullivan. Claims 3 – 12 depend from claim 1 and are allowable for at least this reason. Claims 12 – 18 depend from claim 10 and are allowable for at least this reason. Claims 20 – 26 depend from claim 19 and are allowable for at least this reason.

CONCLUSION

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the examiner is requested to telephone the undersigned.

The Commissioner is authorized to deduct any additional fees, which may be necessary, and to credit any overpayment to Deposit Account 502264.

I hereby certify that this correspondence is being electronically submitted to the COMMISSIONER FOR PATENTS via EFS on August 1, 2008.

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Respectfully submitted,

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